

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Oumar Nabe	:	
	:	Art Unit: 3693
Serial No.: 09/828,414	:	
	:	Examiner: Felten, Daniel S.
Filed: April 6, 2001	:	
	:	
For: METHODS AND SYSTEMS	:	
FOR CUSTOMER	:	
RELATIONSHIP	:	
MANAGEMENT	:	

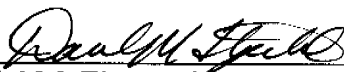
TRANSMITTAL OF FORMAL DRAWINGS

Mail Stop Amendment
Commissioner for Patents
Attention: Official Draftsman
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the requirement for corrected drawings in compliance with **37 CFR 1.21(d)**, enclosed herewith are Seventeen (17) Replacement Sheets of Formal Drawings for the above-identified patent application. Applicants submit that corrected drawings were submitted on August 9, 2001. Applicants resubmit the formal drawings herewith. No new matter has been added.

Respectfully submitted,



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